



Section 6

Tabular Data

Q1. Major categories of services provided by the City of Greenville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q1a. Overall quality of customer service provided by City employees	14.8%	49.5%	24.0%	2.0%	0.8%	8.9%
Q1b. Overall quality of City's recreation & parks programs & facilities	15.7%	45.0%	20.8%	5.9%	1.9%	10.8%
Q1c. Overall maintenance of City streets & sidewalks	6.9%	35.2%	23.0%	23.5%	8.7%	2.7%
Q1d. Overall quality of fire/EMS services	32.4%	42.9%	9.8%	1.2%	0.6%	13.0%
Q1e. Overall efforts by City to enforce codes & ordinances	10.6%	36.5%	25.6%	11.7%	3.9%	11.6%
Q1f. Overall quality of police services	17.6%	41.5%	20.4%	10.6%	4.0%	5.9%
Q1g. Overall effectiveness of City communication with public	10.1%	38.8%	31.7%	11.4%	3.0%	5.1%
Q1h. Overall management of traffic flow on City streets	6.8%	25.6%	23.5%	27.5%	12.5%	4.2%
Q1i. Overall management of stormwater runoff/drainage by City	7.9%	35.7%	28.2%	15.7%	5.7%	6.8%
Q1j. Overall quality of trash, recycling, & yard waste collection services	32.0%	43.4%	14.0%	5.5%	2.4%	2.7%

Q1. Major categories of services provided by the City of Greenville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q1a. Overall quality of customer service provided by City employees	16.3%	54.3%	26.3%	2.2%	0.9%
Q1b. Overall quality of City's recreation & parks programs & facilities	17.6%	50.4%	23.3%	6.6%	2.1%
Q1c. Overall maintenance of City streets & sidewalks	7.1%	36.2%	23.7%	24.1%	8.9%
Q1d. Overall quality of fire/EMS services	37.2%	49.4%	11.3%	1.4%	0.7%
Q1e. Overall efforts by City to enforce codes & ordinances	11.9%	41.3%	29.0%	13.3%	4.4%
Q1f. Overall quality of police services	18.7%	44.1%	21.7%	11.2%	4.3%
Q1g. Overall effectiveness of City communication with public	10.6%	40.9%	33.4%	12.0%	3.1%
Q1h. Overall management of traffic flow on City streets	7.1%	26.7%	24.5%	28.7%	13.0%
Q1i. Overall management of stormwater runoff/drainage by City	8.5%	38.3%	30.3%	16.8%	6.1%
Q1j. Overall quality of trash, recycling, & yard waste collection services	32.9%	44.6%	14.4%	5.6%	2.4%

Q2. Which THREE of the major categories of City services listed in Question #1 do you think are most important for the City to provide?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
A=Customer service provided by City employees	38	4.5 %
B=City's recreation & parks programs & facilities	21	2.5 %
C=Maintenance of City streets & sidewalks	62	7.4 %
D=Fire/EMS services	78	9.3 %
E=Efforts by City to enforce codes & ordinances	23	2.7 %
F=Police services	382	45.3 %
G=Effectiveness of City communication with public	25	3.0 %
H=Management of traffic flow on City streets	57	6.8 %
I=Management of stormwater runoff/drainage by City	18	2.1 %
J=Trash, recycling, & yard waste collection services	49	5.8 %
<u>Z=None chosen</u>	<u>90</u>	<u>10.7 %</u>
Total	843	100.0 %

Q2. Which THREE of the major categories of City services listed in Question #1 do you think are most important for the City to provide?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Customer service provided by City employees	27	3.2 %
B=City's recreation & parks programs & facilities	28	3.3 %
C=Maintenance of City streets & sidewalks	84	10.0 %
D=Fire/EMS services	217	25.7 %
E=Efforts by City to enforce codes & ordinances	30	3.6 %
F=Police services	124	14.7 %
G=Effectiveness of City communication with public	44	5.2 %
H=Management of traffic flow on City streets	110	13.0 %
I=Management of stormwater runoff/drainage by City	32	3.8 %
J=Trash, recycling, & yard waste collection services	46	5.5 %
<u>Z=None chosen</u>	<u>101</u>	<u>12.0 %</u>
Total	843	100.0 %

Q2. Which THREE of the major categories of City services listed in Question #1 do you think are most important for the City to provide?

Q2. 3rd choice	Number	Percent
A=Customer service provided by City employees	28	3.3 %
B=City's recreation & parks programs & facilities	70	8.3 %
C=Maintenance of City streets & sidewalks	75	8.9 %
D=Fire/EMS services	58	6.9 %
E=Efforts by City to enforce codes & ordinances	70	8.3 %
F=Police services	58	6.9 %
G=Effectiveness of City communication with public	60	7.1 %
H=Management of traffic flow on City streets	100	11.9 %
I=Management of stormwater runoff/drainage by City	52	6.2 %
J=Trash, recycling, & yard waste collection services	146	17.3 %
Z=None chosen	126	14.9 %
Total	843	100.0 %

Q2. Which THREE of the major categories of City services listed in Question #1 do you think are most important for the City to provide? (top 3)

Sum of top 3 choices

Q2. Sum of top 3 choices	Number	Percent
A=Customer service provided by City employees	93	11.0 %
B=City's recreation & parks programs & facilities	119	14.1 %
C=Maintenance of City streets & sidewalks	221	26.2 %
D=Fire/EMS services	353	41.9 %
E=Efforts by City to enforce codes & ordinances	123	14.6 %
F=Police services	564	66.9 %
G=Effectiveness of City communication with public	129	15.3 %
H=Management of traffic flow on City streets	267	31.7 %
I=Management of stormwater runoff/drainage by City	102	12.1 %
J=Trash, recycling, & yard waste collection services	241	28.6 %
Z=None chosen	90	10.7 %
Total	2302	

Q3. Items that may influence your perception of the City of Greenville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q3a. Overall quality of services provided by City	9.0%	55.2%	27.4%	3.7%	0.8%	3.9%
Q3b. Appearance of City	6.5%	41.6%	28.9%	17.4%	2.7%	2.7%
Q3c. How well City is planning for growth	7.6%	29.1%	30.0%	19.1%	6.0%	8.2%
Q3d. Overall quality of life in City	8.4%	39.9%	27.2%	16.4%	5.0%	3.2%
Q3e. Availability of job opportunities	3.2%	19.3%	31.1%	23.1%	12.3%	10.9%
Q3f. Overall value you receive for City taxes & fees	3.8%	22.8%	35.6%	23.4%	9.1%	5.3%

Q3. Items that may influence your perception of the City of Greenville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q3a. Overall quality of services provided by City	9.4%	57.4%	28.5%	3.8%	0.9%
Q3b. Appearance of City	6.7%	42.8%	29.8%	17.9%	2.8%
Q3c. How well City is planning for growth	8.3%	31.7%	32.7%	20.8%	6.6%
Q3d. Overall quality of life in City	8.7%	41.2%	28.1%	16.9%	5.1%
Q3e. Availability of job opportunities	3.6%	21.7%	34.9%	26.0%	13.8%
Q3f. Overall value you receive for City taxes & fees	4.0%	24.1%	37.6%	24.7%	9.6%

Q4. Public Safety Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q4a. City efforts to prevent crimes	8.2%	33.7%	24.4%	20.6%	10.1%	3.0%
Q4b. Enforcement of local traffic laws	9.7%	39.4%	24.8%	15.8%	6.2%	4.2%
Q4c. How quickly police respond to emergencies	12.2%	36.9%	20.8%	9.5%	4.9%	15.8%
Q4d. Frequency that police officers patrol your neighborhood	8.3%	26.7%	25.9%	22.5%	9.5%	7.1%
Q4e. City efforts to prevent fires	10.2%	37.0%	28.4%	1.5%	0.8%	22.1%
Q4f. Enforcement of fire codes	10.3%	33.3%	27.9%	2.1%	0.9%	25.4%
Q4g. Provision of EMS services	17.2%	42.8%	20.4%	1.3%	0.8%	17.4%

Q4. Public Safety Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q4a. City efforts to prevent crimes	8.4%	34.7%	25.2%	21.3%	10.4%
Q4b. Enforcement of local traffic laws	10.1%	41.1%	25.9%	16.5%	6.4%
Q4c. How quickly police respond to emergencies	14.5%	43.8%	24.6%	11.3%	5.8%
Q4d. Frequency that police officers patrol your neighborhood	8.9%	28.7%	27.8%	24.3%	10.2%
Q4e. City efforts to prevent fires	13.1%	47.5%	36.4%	2.0%	1.1%
Q4f. Enforcement of fire codes	13.8%	44.7%	37.4%	2.9%	1.3%
Q4g. Provision of EMS services	20.8%	51.9%	24.7%	1.6%	1.0%

Q5. Which TWO of the public safety services listed in Question #4 do you think are most important for the City to provide?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
A=City efforts to prevent crimes	463	54.9 %
B=Enforcement of local traffic laws	19	2.3 %
C=How quickly police respond to emergencies	133	15.8 %
D=Frequency that police officers patrol your neighborhood	69	8.2 %
E=City efforts to prevent fires	7	0.8 %
F=Enforcement of fire codes	5	0.6 %
G=Provision of EMS services	53	6.3 %
<u>Z=None chosen</u>	<u>94</u>	<u>11.2 %</u>
Total	843	100.0 %

Q5. Which TWO of the public safety services listed in Question #4 do you think are most important for the City to provide?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=City efforts to prevent crimes	103	12.2 %
B=Enforcement of local traffic laws	85	10.1 %
C=How quickly police respond to emergencies	277	32.9 %
D=Frequency that police officers patrol your neighborhood	146	17.3 %
E=City efforts to prevent fires	25	3.0 %
F=Enforcement of fire codes	6	0.7 %
G=Provision of EMS services	95	11.3 %
<u>Z=None chosen</u>	<u>106</u>	<u>12.6 %</u>
Total	843	100.0 %

Q5. Which TWO of the public safety services listed in Question #4 do you think are most important for the City to provide? (top 2)

Sum of top 2 choices

Q5. Sum of top 2 choices	Number	Percent
A=City efforts to prevent crimes	566	67.1 %
B=Enforcement of local traffic laws	104	12.3 %
C=How quickly police respond to emergencies	410	48.6 %
D=Frequency that police officers patrol your neighborhood	215	25.5 %
E=City efforts to prevent fires	32	3.8 %
F=Enforcement of fire codes	11	1.3 %
G=Provision of EMS services	148	17.6 %
Z=None chosen	94	11.2 %
Total	1580	

Q6. Perceptions of Safety: Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations:

(N=843)

	Very Safe 5	Safe 4	Neutral 3	Unsafe 2	Very Unsafe 1	Don't Know 9
Q6a. In Uptown business district (Downtown) during the day	18.7%	46.0%	21.7%	6.0%	2.0%	5.5%
Q6b. In Uptown business district (Downtown) at night	4.5%	13.5%	19.4%	30.8%	22.6%	9.3%
Q6c. In City parks & greenways	5.7%	32.6%	34.4%	16.3%	3.2%	7.8%
Q6d. In large shopping centers	6.8%	32.5%	32.4%	20.3%	5.0%	3.0%
Q6e. In your neighborhood during the day	32.9%	45.1%	14.2%	5.2%	1.3%	1.3%
Q6f. In your neighborhood at night	16.7%	39.3%	24.9%	13.9%	3.6%	1.5%

Q6. Perceptions of Safety: Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Safe 5	Safe 4	Neutral 3	Unsafe 2	Very Unsafe 1
Q6a. In Uptown business district (Downtown) during the day	19.8%	48.7%	23.0%	6.4%	2.1%
Q6b. In Uptown business district (Downtown) at night	5.0%	14.9%	21.3%	33.9%	24.9%
Q6c. In City parks & greenways	6.2%	35.4%	37.3%	17.6%	3.5%
Q6d. In large shopping centers	7.0%	33.5%	33.4%	20.9%	5.1%
Q6e. In your neighborhood during the day	33.3%	45.7%	14.4%	5.3%	1.3%
Q6f. In your neighborhood at night	17.0%	39.9%	25.3%	14.1%	3.6%

Q7. Recreation and Parks: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q7a. Maintenance & appearance of existing City parks	13.0%	56.2%	16.6%	5.6%	1.1%	7.5%
Q7b. Number of City parks	10.8%	45.7%	17.3%	13.2%	3.4%	9.6%
Q7c. Walking/biking trails in City	10.2%	33.2%	22.9%	16.5%	4.9%	12.3%
Q7d. City recreation centers	8.5%	34.2%	25.5%	12.8%	5.0%	14.0%
Q7e. City swimming pools	6.0%	19.5%	31.2%	17.3%	5.9%	20.0%
Q7f. City golf course	6.2%	25.7%	34.3%	6.2%	2.1%	25.5%
Q7g. Quality of outdoor athletic facilities	11.4%	35.9%	26.7%	6.2%	2.1%	17.7%
Q7h. Quality of City recreation programs & classes	11.0%	37.7%	26.3%	6.4%	3.0%	15.5%
Q7i. Variety of recreation programs & classes offered by City	12.1%	33.5%	24.8%	9.5%	3.3%	16.7%

Q7. Recreation and Parks: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q7a. Maintenance & appearance of existing City parks	14.1%	60.8%	17.9%	6.0%	1.2%
Q7b. Number of City parks	11.9%	50.5%	19.2%	14.6%	3.8%
Q7c. Walking/biking trails in City	11.6%	37.9%	26.1%	18.8%	5.5%
Q7d. City recreation centers	9.9%	39.7%	29.7%	14.9%	5.8%
Q7e. City swimming pools	7.6%	24.3%	39.0%	21.7%	7.4%
Q7f. City golf course	8.3%	34.6%	46.0%	8.3%	2.9%
Q7g. Quality of outdoor athletic facilities	13.8%	43.7%	32.4%	7.5%	2.6%
Q7h. Quality of City recreation programs & classes	13.1%	44.7%	31.2%	7.6%	3.5%
Q7i. Variety of recreation programs & classes offered by City	14.6%	40.2%	29.8%	11.4%	4.0%

Q8. Which TWO of the recreation and parks items listed in Question #7 do you think are most important for the City to provide?

Q8. Top choice	Number	Percent
A=Maintenance & appearance of existing City parks	228	27.0 %
B=Number of City parks	64	7.6 %
C=Walking/biking trails in City	152	18.0 %
D=City recreation centers	50	5.9 %
E=City swimming pools	33	3.9 %
F=City golf course	7	0.8 %
G=Quality of outdoor athletic facilities	57	6.8 %
H=Quality of City recreation programs & classes	57	6.8 %
I=Variety of recreation programs & classes offered by City	70	8.3 %
Z=None chosen	125	14.8 %
Total	843	100.0 %

Q8. Which TWO of the recreation and parks items listed in Question #7 do you think are most important for the City to provide?

Q8. 2nd choice	Number	Percent
A=Maintenance & appearance of existing City parks	111	13.2 %
B=Number of City parks	74	8.8 %
C=Walking/biking trails in City	102	12.1 %
D=City recreation centers	57	6.8 %
E=City swimming pools	27	3.2 %
F=City golf course	17	2.0 %
G=Quality of outdoor athletic facilities	85	10.1 %
H=Quality of City recreation programs & classes	108	12.8 %
I=Variety of recreation programs & classes offered by City	120	14.2 %
Z=None chosen	142	16.8 %
Total	843	100.0 %

Q8. Which TWO of the recreation and parks items listed in Question #7 do you think are most important for the City to provide? (top 2)

Sum of top 2 choices

Q8. Sum of top 2 choices	Number	Percent
A=Maintenance & appearance of existing City parks	339	40.2 %
B=Number of City parks	138	16.4 %
C=Walking/biking trails in City	254	30.1 %
D=City recreation centers	107	12.7 %
E=City swimming pools	60	7.1 %
F=City golf course	24	2.8 %
G=Quality of outdoor athletic facilities	142	16.8 %
H=Quality of City recreation programs & classes	165	19.6 %
I=Variety of recreation programs & classes offered by City	190	22.5 %
Z=None chosen	125	14.8 %
Total	1544	

Q9. Communication: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q9a. Availability of information about City programs & services	6.3%	40.1%	28.1%	14.7%	2.4%	8.4%
Q9b. City efforts to keep residents informed about local issues	6.5%	36.1%	29.5%	17.8%	3.4%	6.5%
Q9c. Level of public involvement in City decision-making	3.7%	21.6%	36.3%	21.9%	5.8%	10.7%
Q9d. Quality of City's cable television channel (GTV-9)	8.3%	36.0%	26.3%	9.4%	4.5%	15.5%
Q9e. Usefulness of information that is available on City's website	7.5%	32.0%	31.9%	5.1%	2.0%	21.5%

Q9. Communication: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q9a. Availability of information about City programs & services	6.9%	43.8%	30.6%	16.1%	2.6%
Q9b. City efforts to keep residents informed about local issues	7.0%	38.7%	31.6%	19.1%	3.7%
Q9c. Level of public involvement in City decision-making	4.1%	24.2%	40.6%	24.5%	6.5%
Q9d. Quality of City's cable television channel (GTV-9)	9.8%	42.6%	31.1%	11.1%	5.3%
Q9e. Usefulness of information that is available on City's website	9.5%	40.8%	40.6%	6.5%	2.6%

Q10. From which of the following sources do you currently get information about the City of Greenville?Q10. Sources you currently get information
about City

	Number	Percent
1=City e-newsletter	54	6.4 %
2=Local newspapers	584	69.3 %
3=Local radio	312	37.0 %
4=Local television news	686	81.4 %
5=Social networking sites (Facebook, Twitter)	141	16.7 %
6=City website	234	27.8 %
7=City cable channel (GTV-9)	334	39.6 %
8=Calling City	128	15.2 %
9=Other	49	5.8 %
0=None chosen	25	3.0 %
Total	2547	

Q10. Other

<u>Q10. Other</u>	<u>Number</u>
CALVIN MERCER EMAIL=	1
CITIZENS=	1
CITY BOARDS/COMMITTEE=	1
CITY COUNCIL EMAIL=	2
COMMUNITY=	2
COUNCIL REP=	2
DIRECT COMMUNICATION=	2
FIRENDS/COLLEGUES=	2
FRIENDS/NEIGHBORS=	1
GOING BY TO ASK=	1
GPD FACEBOOK=	1
GREENVILLE GUARDIAN=	1
INTERNET=	1
MAIL ON TRASH COLLECTION=	1
NEIGHBORHOOD EMAILS=	1
NEIGHBORS=	1
NEWSLETTER=	1
OTHER PEOPLE=	1
PARKS & REC MAILINGS=	1
PEOPLE SHARING=	1
PITT RESOURCE=	1
PUBLIC=	2
TELEPHONE BOOK=	1
TRUNA=	1
UPDATED EMAIL-MERCER=	2
WITN=	2
WITN WEBSITE=	2
WITN-APP=	4
WORD OF MOUTH=	6

Q11. From which of the following sources would you prefer to get information about the City of Greenville?

Q11. Sources you would prefer to get

information about City	Number	Percent
1=City e-newsletter	268	31.8 %
2=Local newspapers	476	56.5 %
3=Local radio	269	31.9 %
4=Local television news	547	64.9 %
5=Social networking sites (Facebook, Twitter)	153	18.1 %
6=City website	264	31.3 %
7=City cable channel (GTV-9)	273	32.4 %
8=Calling City	86	10.2 %
9=Other	26	3.1 %
0=None chosen	36	4.3 %
Total	2398	

Q11. Other

Q11. Other	Number
BASIC ANNOUNCEMENTS=	1
BY MAIL=	1
CITY NEWSLETTER=	2
DOOR HANGERS=	1
EMAIL=	2
FLYERS=	1
INFO FROM COUNCILMAN=	1
INTERNET/GOOGLE=	1
MAIL=	1
MAIL MONTHLY NEWSLTR=	2
MAILED NEWSLETTER=	1
MAILING ADDRESS=	3
MAILINGS=	1
NOTICE TO RESIDENTS=	1
PHONE MESSAGES=	1
PITT CONNECTION=	1
PRINTED NEWSLETTER=	1
PUBLIC=	2
SEND LETTER W/UPDATE=	1
US MAIL=	1

Q12. Maintenance: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q12a. Maintenance of major City streets	6.9%	37.5%	19.1%	25.0%	8.5%	3.0%
Q12b. Maintenance of streets in your neighborhood	12.8%	39.1%	19.8%	19.3%	6.6%	2.3%
Q12c. How quickly street repairs are made	3.7%	22.4%	27.0%	28.5%	10.4%	7.9%
Q12d. Condition of street signs & traffic signals	11.4%	51.5%	23.3%	7.0%	3.6%	3.3%
Q12e. Timing of traffic signals in City	5.2%	31.2%	21.6%	23.0%	15.8%	3.2%
Q12f. Mowing & tree trimming along City streets & other public areas	9.7%	48.2%	23.4%	12.1%	3.6%	3.1%
Q12g. Adequacy of City street lighting	7.2%	39.5%	24.7%	19.2%	6.0%	3.3%
Q12h. Cleanliness of City streets & other public areas	7.0%	41.2%	28.9%	15.5%	4.3%	3.1%
Q12i. Cleanliness of stormwater drains	5.7%	29.5%	32.3%	18.5%	6.5%	7.5%
Q12j. Maintenance of City sidewalks in your neighborhood	9.1%	33.6%	27.2%	9.7%	6.6%	13.8%

Q12. Maintenance: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q12a. Maintenance of major City streets	7.1%	38.6%	19.7%	25.8%	8.8%
Q12b. Maintenance of streets in your neighborhood	13.1%	40.0%	20.3%	19.8%	6.8%
Q12c. How quickly street repairs are made	4.0%	24.4%	29.4%	30.9%	11.3%
Q12d. Condition of street signs & traffic signals	11.8%	53.3%	24.0%	7.2%	3.7%
Q12e. Timing of traffic signals in City	5.4%	32.2%	22.3%	23.8%	16.3%
Q12f. Mowing & tree trimming along City streets & other public areas	10.0%	49.7%	24.1%	12.5%	3.7%
Q12g. Adequacy of City street lighting	7.5%	40.9%	25.5%	19.9%	6.3%
Q12h. Cleanliness of City streets & other public areas	7.2%	42.5%	29.9%	16.0%	4.4%
Q12i. Cleanliness of stormwater drains	6.2%	31.9%	34.9%	20.0%	7.1%
Q12j. Maintenance of City sidewalks in your neighborhood	10.6%	38.9%	31.5%	11.3%	7.7%

Q13. Which TWO of the maintenance items listed in Question #12 do you think are most important for the City to provide?

Q13. Top choice	Number	Percent
A=Maintenance of major City streets	303	35.9 %
B=Maintenance of streets in your neighborhood	52	6.2 %
C=How quickly street repairs are made	82	9.7 %
D=Condition of street signs & traffic signals	19	2.3 %
E=Timing of traffic signals in City	111	13.2 %
F=Mowing & tree trimming along City streets & other public areas	14	1.7 %
G=Adequacy of City street lighting	63	7.5 %
H=Cleanliness of City streets & other public areas	39	4.6 %
I=Cleanliness of stormwater drains	25	3.0 %
J=Maintenance of City sidewalks in your neighborhood	15	1.8 %
Z=None chosen	120	14.2 %
Total	843	100.0 %

Q13. Which TWO of the maintenance items listed in Question #12 do you think are most important for the City to provide?

Q13. 2nd choice	Number	Percent
A=Maintenance of major City streets	100	11.9 %
B=Maintenance of streets in your neighborhood	73	8.7 %
C=How quickly street repairs are made	108	12.8 %
D=Condition of street signs & traffic signals	34	4.0 %
E=Timing of traffic signals in City	107	12.7 %
F=Mowing & tree trimming along City streets & other public areas	31	3.7 %
G=Adequacy of City street lighting	95	11.3 %
H=Cleanliness of City streets & other public areas	91	10.8 %
I=Cleanliness of stormwater drains	48	5.7 %
J=Maintenance of City sidewalks in your neighborhood	18	2.1 %
Z=None chosen	138	16.4 %
Total	843	100.0 %

Q13. Which TWO of the maintenance items listed in Question #12 do you think are most important for the City to provide? (top 2)

Sum of top 2 choices

Q13. Sum of top 2 choices	Number	Percent
A=Maintenance of major City streets	403	47.8 %
B=Maintenance of streets in your neighborhood	125	14.8 %
C=How quickly street repairs are made	190	22.5 %
D=Condition of street signs & traffic signals	53	6.3 %
E=Timing of traffic signals in City	218	25.9 %
F=Mowing & tree trimming along City streets & other public areas	45	5.3 %
G=Adequacy of City street lighting	158	18.7 %
H=Cleanliness of City streets & other public areas	130	15.4 %
I=Cleanliness of stormwater drains	73	8.7 %
J=Maintenance of City sidewalks in your neighborhood	33	3.9 %
Z=None chosen	120	14.2 %
Total	1548	

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q14a. Enforcement of clean up of junk & debris on private property	7.1%	30.5%	25.9%	17.6%	4.9%	14.1%
Q14b. Enforcement of mowing & cutting of weeds & grass on private property	6.4%	31.8%	27.3%	14.9%	4.5%	15.1%
Q14c. Enforcement of exterior maintenance of residential property	6.0%	27.8%	31.8%	13.9%	4.3%	16.3%
Q14d. Enforcement of exterior maintenance of commercial/business property	5.8%	28.7%	34.2%	11.7%	3.1%	16.5%
Q14e. Enforcement of sign regulations	6.2%	31.0%	34.0%	7.0%	3.7%	18.1%
Q14f. City efforts to remove abandoned or inoperative vehicles	7.9%	28.1%	29.1%	10.6%	3.3%	21.0%

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q14a. Enforcement of clean up of junk & debris on private property	8.3%	35.5%	30.1%	20.4%	5.7%
Q14b. Enforcement of mowing & cutting of weeds & grass on private property	7.5%	37.4%	32.1%	17.6%	5.3%
Q14c. Enforcement of exterior maintenance of residential property	7.2%	33.1%	38.0%	16.6%	5.1%
Q14d. Enforcement of exterior maintenance of commercial/business property	7.0%	34.4%	40.9%	14.1%	3.7%
Q14e. Enforcement of sign regulations	7.5%	37.8%	41.6%	8.6%	4.5%
Q14f. City efforts to remove abandoned or inoperative vehicles	10.1%	35.6%	36.8%	13.4%	4.2%

Q15. Which TWO of the code enforcement items listed in Question #14 do you think are most important for the City to provide?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
A=Enforcement of clean up of junk & debris on private property	376	44.6 %
B=Enforcement of mowing & cutting of weeds & grass on private property	90	10.7 %
C=Enforcement of exterior maintenance of residential property	65	7.7 %
D=Enforcement of exterior maintenance of commercial/business property	66	7.8 %
E=Enforcement of sign regulations	35	4.2 %
F=City efforts to remove abandoned or inoperative vehicles	86	10.2 %
<u>Z=None chosen</u>	<u>125</u>	<u>14.8 %</u>
Total	843	100.0 %

Q15. Which TWO of the code enforcement items listed in Question #14 do you think are most important for the City to provide?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Enforcement of clean up of junk & debris on private property	105	12.5 %
B=Enforcement of mowing & cutting of weeds & grass on private property	211	25.0 %
C=Enforcement of exterior maintenance of residential property	116	13.8 %
D=Enforcement of exterior maintenance of commercial/business property	113	13.4 %
E=Enforcement of sign regulations	49	5.8 %
F=City efforts to remove abandoned or inoperative vehicles	108	12.8 %
<u>Z=None chosen</u>	<u>141</u>	<u>16.7 %</u>
Total	843	100.0 %

Q15. Which TWO of the code enforcement items listed in Question #14 do you think are most important for the City to provide? (top 2)**Sum of top 2 choices**

<u>Q15. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
A=Enforcement of clean up of junk & debris on private property	481	57.1 %
B=Enforcement of mowing & cutting of weeds & grass on private property	301	35.7 %
C=Enforcement of exterior maintenance of residential property	181	21.5 %
D=Enforcement of exterior maintenance of commercial/business property	179	21.2 %
E=Enforcement of sign regulations	84	10.0 %
F=City efforts to remove abandoned or inoperative vehicles	194	23.0 %
Z=None chosen	125	14.8 %
Total	1545	

Q16. Have you contacted the City of Greenville during the past year?

<u>Q16. Have you contacted City during past year</u>	<u>Number</u>	<u>Percent</u>
1=Yes	424	50.3 %
2=No	419	49.7 %
Total	843	100.0 %

Q16a. (Only if "YES" to Question #16) Which City Department or function did you contact most recently?

Q16a. Which City Department or function did you contact most recently	Number	Percent
01=City Manager/City Council	36	8.5 %
02=Fire/EMS	45	10.6 %
03=Recreation & Parks	79	18.6 %
04=Community Development	22	5.2 %
05=Police	142	33.5 %
06=Sanitation (garbage, recycling, yard waste)	221	52.1 %
07=Business Licenses	18	4.2 %
08=Stormwater	18	4.2 %
09=Street Maintenance	47	11.1 %
10=Code Enforcement	61	14.4 %
11=Other	34	8.0 %
00=None chosen	7	1.7 %
Total	730	

Q16a. Other

Q16a. Other	Number
ABORIST ABOUT TREE ORDINANCE=	2
ANIMAL CONTROL=	7
CITY ATTORNEY-DAVE HOLEC=	1
DITCH MAINTENANCE=	1
DOG CATCHER=	3
FOR ID FOR GREAT BUY=	1
GREENVILLE UTILITIES=	2
HOUSING AUTHORITY=	2
PLANNING=	2
RENTALS GUIDELINES PROPERTY=	2
SINK HOLE IN MY YARD=	1
STREET LIGHTS=	3
TAXES=	1
TRAFFIC CALMING=	2
UNDERGROUND GAS LEAK=	1
UNNECESSARY STREET SIGN MONEY=	1
UTILITIES=	1
WATER LINE=	1

Q16b-f. (Only if "YES" to Question #16) Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees in the department you selected in Question #16a with regard to the following:

(N=424)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisf- ied 2	Very Dissatisf- ied 1	Don't Know 9
Q16b. How easy they were to contact	34.4%	42.2%	10.1%	8.5%	2.8%	1.9%
Q16c. The way you were treated	35.8%	35.8%	14.9%	5.4%	4.0%	4.0%
Q16d. Accuracy of information & assistance you were given	29.0%	39.4%	15.8%	5.7%	6.6%	3.5%
Q16e. How quickly City staff responded to your request	29.0%	38.0%	12.7%	9.0%	8.0%	3.3%
Q16f. How well your issue was handled	28.3%	37.3%	13.0%	8.7%	9.2%	3.5%

Q16b-f. (Only if "YES" to Question #16) Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees in the department you selected in Question #16a with regard to the following: (without "don't know")

Excluding "Don't Knows"

(N=424)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q16b. How easy they were to contact	35.1%	43.0%	10.3%	8.7%	2.9%
Q16c. The way you were treated	37.3%	37.3%	15.5%	5.7%	4.2%
Q16d. Accuracy of information & assistance you were given	30.1%	40.8%	16.4%	5.9%	6.8%
Q16e. How quickly City staff responded to your request	30.0%	39.3%	13.2%	9.3%	8.3%
Q16f. How well your issue was handled	29.3%	38.6%	13.4%	9.0%	9.5%

Q17. City Public Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q17a. Residential trash collection services	43.2%	40.6%	7.9%	4.0%	1.4%	2.8%
Q17b. Curbside recycling services	37.8%	38.7%	12.5%	3.2%	1.8%	6.0%
Q17c. Bulky item pick up/removal services	24.2%	36.1%	14.8%	9.6%	4.0%	11.3%
Q17d. Yard waste collection services	29.2%	37.7%	12.9%	8.5%	3.4%	8.2%

Q17. City Public Services: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q17a. Residential trash collection services	44.4%	41.8%	8.2%	4.2%	1.5%
Q17b. Curbside recycling services	40.3%	41.2%	13.3%	3.4%	1.9%
Q17c. Bulky item pick up/removal services	27.3%	40.6%	16.7%	10.8%	4.5%
Q17d. Yard waste collection services	31.8%	41.1%	14.1%	9.3%	3.7%

Q18. Several services provided by the City of Greenville are listed below. For each one, please indicate if you used the service during the past 12 months.

(N=843)

	Yes 1	No 2	Don't Know 9
Q18a. Used public transportation services supported by City	10.2%	85.6%	4.2%
Q18b. Participated in recreation programs offered by City	31.7%	64.2%	4.2%
Q18c. Visited City recreation centers	52.4%	44.0%	3.6%
Q18d. Visited a neighborhood or City park	72.2%	24.7%	3.1%
Q18e. Used Fire/EMS services	18.5%	78.1%	3.4%
Q18f. Called Code Enforcement	16.0%	80.1%	3.9%
Q18g. Called or visited Police Department	32.4%	64.3%	3.3%
Q18h. Visited City's website	46.6%	49.6%	3.8%
Q18i. Read City's e-newsletter	20.6%	73.1%	6.3%
Q18j. Watched City's cable television channel (GTV-9)	64.1%	32.6%	3.3%
Q18k. Watched a video on City website	17.9%	76.6%	5.5%

Q18. Several services provided by the City of Greenville are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

Excluding "Don't Knows"

(N=843)

	Yes 1	No 2
Q18a. Used public transportation services supported by City	10.6%	89.4%
Q18b. Participated in recreation programs offered by City	33.0%	67.0%
Q18c. Visited City recreation centers	54.4%	45.6%
Q18d. Visited a neighborhood or City park	74.5%	25.5%
Q18e. Used Fire/EMS services	19.2%	80.8%
Q18f. Called Code Enforcement	16.7%	83.3%
Q18g. Called or visited Police Department	33.5%	66.5%
Q18h. Visited City's website	48.5%	51.5%
Q18i. Read City's e-newsletter	22.0%	78.0%
Q18j. Watched City's cable television channel (GTV-9)	66.3%	33.7%
Q18k. Watched a video on City website	18.9%	81.1%

Q19. Transportation and Other Issues: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q19a. Adequacy of public parking in Uptown Greenville (Downtown)	6.0%	26.7%	23.1%	24.9%	9.5%	9.7%
Q19b. Availability of public transportation services in Greenville	5.3%	25.5%	29.1%	7.5%	4.5%	28.1%
Q19c. Ease of travel by car in City	8.3%	39.3%	25.4%	17.6%	5.9%	3.6%
Q19d. Ease of walking in City	6.0%	34.4%	26.6%	15.3%	8.9%	8.8%
Q19e. Ease of biking in City	3.6%	21.4%	25.7%	16.6%	10.4%	22.3%
Q19f. Opportunities to attend cultural activities in Greenville	7.7%	30.7%	30.2%	10.8%	7.0%	13.5%
Q19g. Availability of affordable housing in Greenville	4.9%	27.4%	30.6%	9.1%	6.9%	21.1%

Q19. Transportation and Other Issues: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q19a. Adequacy of public parking in Uptown Greenville (Downtown)	6.7%	29.6%	25.6%	27.6%	10.5%
Q19b. Availability of public transportation services in Greenville	7.4%	35.5%	40.4%	10.4%	6.3%
Q19c. Ease of travel by car in City	8.6%	40.7%	26.3%	18.2%	6.2%
Q19d. Ease of walking in City	6.6%	37.7%	29.1%	16.8%	9.8%
Q19e. Ease of biking in City	4.6%	27.5%	33.1%	21.4%	13.4%
Q19f. Opportunities to attend cultural activities in Greenville	8.9%	35.5%	35.0%	12.5%	8.1%
Q19g. Availability of affordable housing in Greenville	6.2%	34.7%	38.8%	11.6%	8.7%

Q20. Capital Improvement Priorities: Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important At All," please indicate how important you think it is for the City to continue to invest in the following projects:

(N=843)

	Extremely Important 5	Very Important 4	Important 3	Not Very Important 2	Not Import At All 1	Don't Know 9
Q20a. Upgrades to public facilities	27.0%	32.4%	28.1%	6.6%	0.7%	5.1%
Q20b. Improvements to parks & open space	22.5%	33.7%	29.2%	9.0%	0.9%	4.6%
Q20c. Improvements to Police & Fire/EMS facilities	35.8%	31.3%	24.3%	3.7%	0.7%	4.2%
Q20d. Improvements to City's streets & sidewalks	33.9%	33.8%	25.0%	3.7%	0.0%	3.6%
Q20e. Improvements to arts/cultural facilities	18.4%	27.6%	30.4%	12.7%	3.8%	7.1%
Q20f. Availability of affordable housing	26.5%	25.6%	28.0%	8.1%	4.0%	7.8%
Q20g. Uptown (Downtown) improvements	24.7%	27.9%	28.4%	9.1%	4.7%	5.2%

Q20. Capital Improvement Priorities: Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important At All," please indicate how important you think it is for the City to continue to invest in the following projects: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Extremely Important 5	Very Important 4	Important 3	Not Very Important 2	Not Import At All 1
Q20a. Upgrades to public facilities	28.5%	34.1%	29.6%	7.0%	0.8%
Q20b. Improvements to parks & open space	23.6%	35.3%	30.6%	9.5%	1.0%
Q20c. Improvements to Police & Fire/EMS facilities	37.4%	32.7%	25.4%	3.8%	0.7%
Q20d. Improvements to City's streets & sidewalks	35.2%	35.1%	26.0%	3.8%	0.0%
Q20e. Improvements to arts/cultural facilities	19.8%	29.8%	32.7%	13.7%	4.1%
Q20f. Availability of affordable housing	28.7%	27.8%	30.4%	8.8%	4.4%
Q20g. Uptown (Downtown) improvements	26.0%	29.4%	29.9%	9.6%	5.0%

Q21. Which TWO of the capital improvements listed above would you be most willing to pay an increase in taxes to support?

Q21. Top choice	Number	Percent
A=Upgrades to public facilities	92	10.9 %
B=Improvements to parks & open space	70	8.3 %
C=Improvements to Police & Fire/EMS facilities	180	21.4 %
D=Improvements to City's streets & sidewalks	90	10.7 %
E=Improvements to arts/cultural facilities	27	3.2 %
F=Availability of affordable housing	69	8.2 %
G=Uptown (Downtown) improvements	50	5.9 %
Z=None chosen	265	31.4 %
Total	843	100.0 %

Q21. Which TWO of the capital improvements listed above would you be most willing to pay an increase in taxes to support?

Q21. 2nd choice	Number	Percent
A=Upgrades to public facilities	95	11.3 %
B=Improvements to parks & open space	78	9.3 %
C=Improvements to Police & Fire/EMS facilities	96	11.4 %
D=Improvements to City's streets & sidewalks	97	11.5 %
E=Improvements to arts/cultural facilities	34	4.0 %
F=Availability of affordable housing	71	8.4 %
G=Uptown (Downtown) improvements	72	8.5 %
Z=None chosen	300	35.6 %
Total	843	100.0 %

Q21. Which TWO of the capital improvements listed above would you be most willing to pay an increase in taxes to support? (top 2)

Sum of top 2 choices

Q21. Sum of top 2 choices	Number	Percent
A=Upgrades to public facilities	187	22.2 %
B=Improvements to parks & open space	148	17.6 %
C=Improvements to Police & Fire/EMS facilities	276	32.7 %
D=Improvements to City's streets & sidewalks	187	22.2 %
E=Improvements to arts/cultural facilities	61	7.2 %
F=Availability of affordable housing	140	16.6 %
G=Uptown (Downtown) improvements	122	14.5 %
Z=None chosen	265	31.4 %
Total	1386	

Q22. Additional Revenues: Using a scale of 1 to 5, where 5 means "Very Willing" and 1 means "Not Willing At All," please indicate how willing you would be to support a bond referendum (citizen vote to support the City borrowing money for capital improvements) or additional funding that would:

(N=843)

	Very Willing 5	Willing 4	Not Sure 3	Not Willing 2	Not Will At All 1	Not Provided 9
Q22a. Upgrade public facilities	10.7%	34.5%	31.2%	13.3%	7.7%	2.6%
Q22b. Improve existing parks & open spaces	12.3%	33.5%	27.5%	16.4%	7.6%	2.7%
Q22c. Develop new parks & open spaces	13.5%	28.0%	29.3%	16.8%	9.6%	2.7%
Q22d. Improve Police & Fire/EMS facilities	19.8%	39.4%	24.1%	8.5%	5.9%	2.3%
Q22e. Improve maintenance of streets & sidewalks	20.8%	42.0%	21.9%	7.7%	5.6%	2.0%
Q22f. Improve Uptown (Downtown) Greenville	13.6%	30.5%	26.3%	16.6%	10.3%	2.6%
Q22g. Provide affordable housing	20.3%	20.6%	29.7%	15.3%	12.1%	2.0%
Q22h. Increase enforcement of City codes	10.0%	29.1%	36.2%	14.8%	7.9%	2.0%

Q22. Additional Revenues: Using a scale of 1 to 5, where 5 means "Very Willing" and 1 means "Not Willing At All," please indicate how willing you would be to support a bond referendum (citizen vote to support the City borrowing money for capital improvements) or additional funding that would: (without "not provided")

(N=843)

	Very Willing 5	Willing 4	Not Sure 3	Not Willing 2	Not Will At All 1
Q22a. Upgrade public facilities	11.0%	35.4%	32.0%	13.6%	7.9%
Q22b. Improve existing parks & open spaces	12.7%	34.4%	28.3%	16.8%	7.8%
Q22c. Develop new parks & open spaces	13.9%	28.8%	30.1%	17.3%	9.9%
Q22d. Improve Police & Fire/EMS facilities	20.3%	40.3%	24.6%	8.7%	6.1%
Q22e. Improve maintenance of streets & sidewalks	21.2%	42.9%	22.4%	7.9%	5.7%
Q22f. Improve Uptown (Downtown) Greenville	14.0%	31.3%	27.0%	17.1%	10.6%
Q22g. Provide affordable housing	20.7%	21.1%	30.3%	15.6%	12.3%
Q22h. Increase enforcement of City codes	10.2%	29.7%	36.9%	15.1%	8.1%

Q23. Funding for City Services: Using a scale of 1 to 5 where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below:

(N=843)

	Spend much more 5	Spend more 4	Spend about the same 3	Spend less 2	Spend much less 1	Don't know 9
Q23a. Upkeep of public areas	7.9%	22.7%	59.9%	4.7%	0.7%	4.0%
Q23b. Fire/EMS services	11.9%	33.0%	47.9%	2.6%	0.6%	4.0%
Q23c. Recreation & parks	9.5%	28.9%	49.9%	6.0%	1.8%	3.8%
Q23d. Maintenance of streets & sidewalks	16.3%	42.9%	35.2%	1.8%	0.6%	3.2%
Q23e. Police services	24.2%	37.2%	30.8%	2.7%	1.3%	3.7%
Q23f. Enforcement of City codes	9.0%	20.2%	56.3%	7.8%	2.4%	4.3%

Q23. Funding for City Services: Using a scale of 1 to 5 where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below: (without "don't know")

Excluding "Don't Knows"

(N=843)

	Spend much more 5	Spend more 4	Spend about the same 3	Spend less 2	Spend much less 1
Q23a. Upkeep of public areas	8.3%	23.6%	62.4%	4.9%	0.7%
Q23b. Fire/EMS services	12.4%	34.4%	49.9%	2.7%	0.6%
Q23c. Recreation & parks	9.9%	30.1%	51.9%	6.3%	1.8%
Q23d. Maintenance of streets & sidewalks	16.8%	44.4%	36.4%	1.8%	0.6%
Q23e. Police services	25.1%	38.7%	32.0%	2.8%	1.4%
Q23f. Enforcement of City codes	9.4%	21.1%	58.9%	8.2%	2.5%

Q24. Strategic Planning: The City's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important At All," please indicate how important each of the City's focus areas are to you:

(N=843)

	Extremely Important 5	Very Important 4	Important 3	Not Very Important 2	Not Import At All 1	Don't Know 9
Q24a. Economic development	37.4%	34.0%	21.6%	4.0%	0.8%	2.1%
Q24b. Infrastructure	29.8%	36.9%	27.5%	3.0%	0.1%	2.7%
Q24c. Neighborhood preservation	27.0%	28.8%	33.6%	6.6%	0.8%	3.1%
Q24d. Parks & recreation/ greenways	19.8%	31.2%	36.2%	8.3%	1.5%	3.0%
Q24e. Public safety	59.0%	26.6%	11.6%	0.4%	0.9%	1.5%
Q24f. Public transportation	19.1%	26.3%	36.7%	11.6%	4.3%	2.0%

Q24. Strategic Planning: The City's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important At All," please indicate how important each of the City's focus areas are to you: (without "don't know")

(N=843)

	Extremely Important 5	Very Important 4	Important 3	Not Very Important 2	Not Import At All 1
Q24a. Economic development	38.2%	34.8%	22.1%	4.1%	0.8%
Q24b. Infrastructure	30.6%	37.9%	28.3%	3.0%	0.1%
Q24c. Neighborhood preservation	27.9%	29.7%	34.6%	6.9%	0.9%
Q24d. Parks & recreation/greenways	20.4%	32.2%	37.3%	8.6%	1.6%
Q24e. Public safety	59.9%	27.0%	11.8%	0.4%	1.0%
Q24f. Public transportation	19.5%	26.9%	37.4%	11.9%	4.4%

Q25. Overall Ratings of the City: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Greenville with regard to the following:

(N=843)

	Excellent 5	Good 4	Neutral 3	Below Average 2	Poor 1	Don't Know 9
Q25a. As a place to live	18.4%	55.0%	14.6%	7.7%	3.0%	1.3%
Q25b. As a place to raise children	16.3%	43.8%	17.6%	10.4%	5.5%	6.5%
Q25c. As a place to work or build a business	13.4%	42.0%	25.9%	9.1%	5.3%	4.3%
Q25d. As a place to retire	16.1%	31.8%	21.4%	16.6%	9.4%	4.7%
Q25e. As a place to visit	14.0%	30.2%	24.6%	19.3%	9.3%	2.6%

Q25. Overall Ratings of the City: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Greenville with regard to the following: (without "don't know")

(N=843)

	Excellent 5	Good 4	Neutral 3	Below Average 2	Poor 1
Q25a. As a place to live	18.6%	55.8%	14.8%	7.8%	3.0%
Q25b. As a place to raise children	17.4%	46.8%	18.8%	11.2%	5.8%
Q25c. As a place to work or build a business	14.0%	43.9%	27.0%	9.5%	5.6%
Q25d. As a place to retire	16.9%	33.4%	22.4%	17.4%	9.8%
Q25e. As a place to visit	14.4%	31.1%	25.2%	19.9%	9.5%

Q26. Approximately how many years have you lived in Greenville?

Q26. How many years have you lived in Greenville	Number	Percent
1=Less than 5 years	106	12.6 %
2=5-10 years	140	16.6 %
3=11-20 years	162	19.2 %
4=20+ years	426	50.5 %
9=Not provided	9	1.1 %
Total	843	100.0 %

Q26. Approximately how many years have you lived in Greenville? (without "not provided")**Excluding "Not provided"**

Q26. How many years have you lived in Greenville	Number	Percent
1=Less than 5 years	106	12.7 %
2=5-10 years	140	16.8 %
3=11-20 years	162	19.4 %
4=20+ years	426	51.1 %
Total	834	100.0 %

Q27. What is your age?

<u>Q27. your age</u>	<u>Number</u>	<u>Percent</u>
1=Under 25 years	44	5.2 %
2=25-34 years	127	15.1 %
3=35-44 years	145	17.2 %
4=45-54 years	157	18.6 %
5=55-64 years	210	24.9 %
6=65-74 years	105	12.5 %
7=75+ years	51	6.0 %
9=Not provided	4	0.5 %
Total	843	100.0 %

Q27. What is your age? (without "not provided")**Excluding "Not provided"**

<u>Q27. your age</u>	<u>Number</u>	<u>Percent</u>
1=Under 25 years	44	5.2 %
2=25-34 years	127	15.1 %
3=35-44 years	145	17.3 %
4=45-54 years	157	18.7 %
5=55-64 years	210	25.0 %
6=65-74 years	105	12.5 %
7=75+ years	51	6.1 %
Total	839	100.0 %

Q28. Have you been a victim of a crime in the City of Greenville during the past year?

Q28. Have you been a victim of a crime in
Greenville during past year

	Number	Percent
1=Yes	118	14.0 %
2=No	721	85.5 %
9=Not provided	4	0.5 %
Total	843	100.0 %

Q28. Have you been a victim of a crime in the City of Greenville during the past year? (without "not provided")

Excluding "Not provided"

Q28. Have you been a victim of a crime in
Greenville during past year

	Number	Percent
1=Yes	118	14.1 %
2=No	721	85.9 %
Total	839	100.0 %

Q29. What is your gender?

Q29. Your gender

	Number	Percent
1=Male	386	45.8 %
2=Female	457	54.2 %
Total	843	100.0 %

Q30. Have you visited Uptown Greenville (Downtown) during the past year?

Q30. Have you visited Uptown Greenville (Downtown) during past year	Number	Percent
1=Yes	712	84.5 %
2=No	126	14.9 %
9=Not provided	5	0.6 %
Total	843	100.0 %

Q30. Have you visited Uptown Greenville (Downtown) during the past year?**Excluding "Not provided"**

Q30. Have you visited Uptown Greenville (Downtown) during past year	Number	Percent
1=Yes	712	85.0 %
2=No	126	15.0 %
Total	838	100.0 %

Q31. Which of the following best describes your race/ethnicity?

Q31. Your race/ethnicity	Number	Percent
1=Asian/Pacific Islander	19	2.3 %
2=White/Caucasian	473	56.1 %
3=American Indian/Eskimo	3	0.4 %
4=Black/African American	310	36.8 %
5=Hispanic/Latino/Spanish	25	3.0 %
6=Other	7	0.8 %
9=Not Provided	22	2.6 %
Total	859	

Q32. Would you say your total annual household income is:

<u>Q32. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
1=Under \$30K	209	24.8 %
2=\$30K to \$59,999	205	24.3 %
3=\$60K to \$99,999	188	22.3 %
4=\$100K+	201	23.9 %
9=Not provided	39	4.6 %
Total	842	100.0 %

Q32. Would you say your total annual household income is: (without "not provided")**Excluding "Not provided"**

<u>Q32. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
1=Under \$30K	209	26.0 %
2=\$30K to \$59,999	205	25.5 %
3=\$60K to \$99,999	188	23.4 %
4=\$100K+	201	25.0 %
Total	803	100.0 %

Zip code

<u>Zip code</u>	<u>Number</u>	<u>Percent</u>
27834=	447	53.6 %
27858=	387	46.4 %
Total	834	100.0 %